

Appendix J

Wyoming Performance Metrics

The data in this appendix are taken from Qwest November 15 Ex Parte Letter Attach. 1 (Statewide Average Performance Summary, CO, ID, IA, MT, NE, ND, **UT**, WA, WY, May-Sept 2002). This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

PERFORMANCE METRIC CATEGORIES

Metric Number	Metric Name
Billing	
BI-1	Time to Provide Recorded Usage Records
BI-2	Invoices Delivered within 10 Days
BI-3	Billing Accuracy - Adjustments for Errors
BI-4	Billing Completeness
BI-5	Billing Accuracy & Claims Processing
Collocation	
CP-1	Collocation Completion Interval
CP-2	Collocations Completed within Scheduled Intervals
CP-3	Collocation Feasibility Study Interval
CP-4	Collocation Feasibility Study Commitments Met
Directory Assistance	
DA-1	Speed of Answer - Directory Assistance
Database Updates	
DB-1	Time to Update Databases
DB-2	Accurate Database Updates
Electronic Gateway Availability	
GA-1	Gateway Availability - IMA-GUI
GA-2	Gateway Availability - IMA-EDI
GA-3	Gateway Availability - EB-TA
GA-4	System Availability - EXACT
GA-6	Gateway Availability - GUI - Repair
GA-7	Timely Outage Resolution Following Software Releases
Maintenance and Repair	
MR-2	Calls Answered within 20 Seconds - Interconnect Repair Ctr
MR-3	Out of Service Cleared within 24 Hours
MR-4	All Troubles Cleared within 48 Hours
MR-5	All Troubles Cleared within 4 Hours
MR-6	Mean Time to Restore
MR-7	Repair Repeat Report Rate
MR-8	Trouble Rate
MR-9	Repair Appointments Met
MR-10	Customer and Non-Qwest Related Trouble Reports
MR-11	LNP Trouble Reports Cleared within 24 Hours

Metric Number	Metric Name
Network Performance	
NI-1	Trunk Blocking
NP-1	NXX Code Activation
Order Accuracy	
OA-1	Order Accuracy, Default %
Ordering and Provisioning	
OP-2	Calls Answered within 20 Seconds - Interconnect Provisioning Ctr
OP-3	Installation Commitments Met
OP-4	Installation Interval
OP-5	New Service Installation Quality
OP-6A	Delayed Days for Non-Facility Reasons
OP-6B	Delayed Days for Facility Reasons
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop
OP-8	Number Portability Timeliness
OP-13	Coordinated Cuts - Unbundled Loop
OP-15A	Interval for Pending Orders Delayed
OP-15B	Number of Pending Orders Delayed for Facility Reasons
OP-17	Timeliness of Disconnects Associated with LNP Orders
Operator Services	
OS-1	Speed of Answer - Operator Services
Pre-Order/Order	
PO-1	Pre-Order/Order Response Times
PO-2	Electronic Flow-through
PO-3	LSR Rejection Notice Interval
PO-4	LSRs Rejected
PO-5	Firm Order Confirmations (FOCs) On Time
PO-6	Work Completion Notification Timeliness
PO-7	Billing Completion Notification Timeliness
PO-8	Jeopardy Notice Interval
PO-9	Timely Jeopardy Notices
PO-10	LSR Accountability
PO-15	Number of Due Date Changes per Order
PO-16	Timely Release Notifications
PO-19	Stand-Alone Test Environment (SATE) Accuracy
PO-20	Manual Service Order Accuracy

Metric Number		Metric Description		DR	June		July		August		September		Notes
					Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
BILLING													
BI-1	Time to Provide Recorded Usage Records												
BI-1A	UNEs and Resale Aggr, Avg Days		8.16	2.89	7.79	2.40	7.86	2.26	6.40	1.75			
BI-1B	Jointly-provided Switched Access, %			100%		100%		100%		100%			
BI-1C-1	[CAT1], UNEs and Resale Aggr, Avg Days		8.16	2.89	7.79	2.40	7.86	2.26	6.40	1.75			
BI-1C-2	[CAT10], UNEs and Resale Aggr, Avg Days		8.16	3.20	7.79	3.26	7.86	2.17	6.40	1.73			
BI-2	Invoices Delivered within 10 Days			100%		100%		100%		100%			
BI-2	All, %					100%		100%		100%			
BI-3	Billing Accuracy - Adjustments for Errors												
BI-3A	UNEs and Resale Aggr, %		99.23%	-1.22%	99.39%	99.90%	98.76%	99.42%	99.65%	99.29%			
BI-4	Billing Completeness												
BI-4A	UNEs and Resale Aggr, %		99.22%	98.73%	99.32%	97.26%	99.08%	97.74%	99.43%	98.76%			
BI-5	Billing Accuracy & Claims Processing												
BI-5A	Acknowledgment, All, %			91.30%		89.52%		100%		99.70%			
BI-5B	Resolution, All, %			90.18%		74.66%		96.38%		100%			
COLLOCATION													
CP-1	Collocation Completion Interval												
CP-1A	90 Calendar Days or Less, All, Avg Days					83.00							a b c d
CP-1C	121 to 150 Calendar Days, All, Avg Days					107.00							a b c d
CP-2	Collocations Completed within Scheduled Intervals												
CP-2B	Non-Forecasted & Late Forecasted, All, %					100%							a b c d
CP-2C	w/ Intervals Longer than 120 Days, All, %					100%							a b c d
DIRECTORY ASSISTANCE													
DA-1	Speed of Answer - Directory Assistance												
DA-1	Average Seconds		8.54		8.77		8.36		8.68				a b c d
DATABASE UPDATES													
DB-1	Time to Update Databases												
DB-1A	E911, Hrs:Min		6:14	3:53	2:26	1:59							
DB-1B	LIDB, Avg Sec		1.47	1.32	1.26	1.27							
DB-1C-1	Directory Listing, Avg Sec		0.09	0.11	0.09	0.11							
DB-2	Accurate Database Updates												
DB-2C-1	Directory Listing, %		94.91%	95.03%	94.54%	92.58%							
ELECTRONIC GATEWAY AVAILABILITY													

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WYOMING PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
GA-1A	IMA-GUI, All, %			99.93%		100%		98.75%		100%	
GA-1B	IMA-GUI, Fetch-n-Stuff, %			100%		100%		100%		100%	
GA-1C	IMA-GUI, Data Arbiter, %			100%		100%		99.96%		100%	
GA-1D	IMA-GUI, SIA, %			100%		99.55%		100%		99.95%	
GA-2	IMA-EDI, %			99.93%		100%		98.26%		99.80%	
GA-3	EB-TA, %			100%		99.54%		99.31%		99.94%	
GA-4	EXACT, %			99.93%		100%		100%		100%	
GA-6	GUI - Repair, %			100%		99.50%		99.92%		100%	
GA-7	Timely Outage Resolution following Software Releases, %							100%			a b c d
MAINTENANCE AND REPAIR											
MR-2	Calls Answered within Twenty Seconds - Interconnect Repair Center										
MR-2	All, %		78.59%	80.32%	78.57%	78.71%	84.85%	87.02%	86.24%	85.75%	
MR-3	Out of Service Cleared within 24 Hours										
MR-3	Basic Rate ISDN, %	D	100%		100%		100%		100%		a b c d
MR-3	Basic Rate ISDN, %	ND	100%		100%		100%		100%		a b c d
MR-3	Business, %	D	92.92%	100%	95.22%	66.67%	95.17%	100%	94.89%	100%	a b c d
MR-3	Business, %	ND	97.56%		96.83%	100%	100%	100%	100%	100%	a b c d
MR-3	Centrex 21, %	D	100%		84.62%	100%	94.12%		100%	100%	a b c d
MR-3	Centrex 21, %	ND	100%		83.33%		100%		100%		a b c d
MR-3	Centrex, %	D	88.89%	100%	100%	100%	100%	100%	100%	100%	a b c d
MR-3	Centrex, %	ND	100%		100%	100%	100%		100%		a b c d
MR-3	Line Sharing, %	D	95.48%		93.70%		96.22%		94.95%		a b c d
MR-3	Line Sharing, %	ND	96.99%		98.65%		98.91%		96.75%		a b c d
MR-3	PBX, %	D	85.71%		100%	100%	100%		87.50%	100%	a b c d
MR-3	PBX, %	ND	100%		100%	100%	100%	100%	100%		a b c d
MR-3	Qwest DSL, %		100%		80.00%		88.89%		70.00%		a b c d
MR-3	Residence, %	D	95.89%	100%	93.45%	100%	96.41%	100%	94.96%	100%	a b c d
MR-3	Residence, %	ND	96.89%	100%	99.02%		98.71%	100%	96.31%	100%	a b c d
MR-3	UBL - 2-wire, %		100%	100%	100%	100%	100%	100%	100%	100%	a b c d
MR-3	UBL - ADSL Qualified, %		100%		80.00%		88.89%		70.00%		a b c d
MR-3	UBL Analog, %		95.69%		94.43%		96.66%		95.21%		a b c d
MR-3	UBL ISDN Capable, %		100%		100%		100%	100%	100%		a b c d

Metric Number	Metric Description	DR	June		July		August		September		Notes
MR-3	UNE-P, POTS, %	D	95.48%	100%	93.70%	100%	96.22%	100%	94.95%	100%	a c d
MR-3	UNE-P, POTS, %	ND	96.99%		98.65%	100%	98.91%	100%	96.75%		a b c d
MR-3	UNE-P, Centrex, %	D	88.89%	100%	100%	100%	98.64%	100%	97.59%	100%	a b c d
MR-3	UNE-P, Centrex, %	ND	100%	100%	100%	100%	96.00%	100%	100%	100%	
MR-3	UNE-P, Centrex 21, %	D	100%		84.62%		94.12%		100%		a b c d
MR-3	UNE-P, Centrex 21, %	ND	100%		83.33%		100%		100%		a b c d
All Troubles Cleared within 48 Hours											
MR-4	Basic Rate ISDN, %	D	100%		100%		100%		100%		a b c d
MR-4	Basic Rate ISDN, %	ND	100%		100%		100%		100%		a b c d
MR-4	Business, %	D	98.03%	100%	98.84%	66.67%	99.12%	100%	98.94%	100%	a b c d
MR-4	Business, %	ND	100%		99.19%	100%	100%	100%	100%	100%	a b c d
MR-4	Centrex 21, %	D	96.15%		94.12%	100%	100%	100%	100%	100%	a b c d
MR-4	Centrex 21, %	ND	100%		100%		100%		100%		a b c d
MR-4	Centrex, %	D	100%	100%	100%	100%	100%	100%	100%	100%	a b c d
MR-4	Centrex, %	ND	100%		99.14%	100%	99.21%		98.33%		a b c d
MR-4	Line Sharing, %	ND	99.42%		99.42%	100%	100%	100%	99.78%		a b c d
MR-4	Line Sharing, %	D	100%		100%	100%	100%	100%	87.50%	100%	a b c d
MR-4	PBX, %	ND	100%		100%	100%	100%	100%	100%		a b c d
MR-4	PBX, %		100%		90.00%		94.44%		80.00%		a b c d
MR-4	Qwest DSL, %		100%		100%		100%		100%		a b c d
MR-4	Residence, %	D	99.32%	100%	98.53%	100%	99.22%	100%	98.23%	100%	a b c d
MR-4	Residence, %	ND	99.29%	100%	99.47%		100%	100%	99.74%	100%	a b c d
MR-4	URL - 2-wire, %		100%		100%	100%	100%	100%	100%	100%	a b c d
MR-4	URL - ADSL Qualified, %		100%		90.00%		94.44%		80.00%		a b c d
MR-4	URL Analog, %		99.19%		98.75%		99.38%		98.59%		a b c d
MR-4	URL ISDN Capable, %		100%		100%		100%		100%		a b c d
MR-4	UNE-P, POTS, %	ND	99.42%	100%	99.42%	90.00%	100%	100%	99.78%		a b c d
MR-4	UNE-P, POTS, %	D	99.14%	100%	98.57%	100%	99.21%	100%	98.33%	100%	a c d
MR-4	UNE-P, Centrex, %	D	100%	99.49%	100%	98.89%	100%	98.98%	100%	100%	
MR-4	UNE-P, Centrex, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	
MR-4	UNE-P, Centrex 21, %	D	96.15%		94.12%		100%		100%		a b c d
MR-4	UNE-P, Centrex 21, %	ND	100%		100%		100%		100%		a b c d
All Troubles Cleared within 4 Hours											
MR-5											

WYOMING PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-5	DS0, %		88.10%		91.51%		87.03%		79.41%		a b c d
MR-5	DS1, %		90.00%		89.33%		78.45%	100%	77.92%	100%	a b c d
MR-5	DS3, %				100%		50.00%				a b c d
MR-5	Frame Relay, %		89.47%		93.18%		87.88%		75.00%		a b c d
MR-5	ISDN Primary, %		100%		100%		0%		100%		a b c d
MR-5	LIS Trunk, %			100%	60.00%	100%	100%		100%	100%	a b c d
MR-5	UBL - 4-wire, %		90.00%		89.33%		78.45%		77.92%		a b c d
MR-5	UBL - DS1 Capable, %		90.00%		89.33%		78.45%	100%	77.92%		a b c d
MR-5	UBL - DS3 Capable, %				100%		50.00%				a b c d
MR-5	UDIT Above DS1 Level, %				100%		50.00%				a b c d
MR-5	UDIT DS1, %		90.00%		89.33%		78.45%		77.92%		a b c d
MR-6	Mean Time to Restore										
MR-6	Basic Rate ISDN, Hrs:Min	D	6:44		6:30		3:30		4:34		a b c d
MR-6	Basic Rate ISDN, Hrs:Min	ND	1:30		1:02		1:23		2:07		a b c d
MR-6	Business, Hrs:Min	D	10:39	4:32	9:33	27:22	8:19	7:06	8:35	3:00	a b c d
MR-6	Business, Hrs:Min	ND	3:18		4:52	4:27	3:06	1:45	3:26	6:32	a b c d
MR-6	Centrex 21, Hrs:Min	D	7:22		13:40	3:31	5:55		5:34	3:07	a b c d
MR-6	Centrex 21, Hrs:Min	ND	1:23		4:13		4:19		5:49		a b c d
MR-6	Centrex 21, Hrs:Min	D	12:26	10:08	4:08	1:10	4:25	6:29	5:17	2:06	a b c d
MR-6	Centrex, Hrs:Min	ND	2:59		3:39	0:53	2:31		8:16		a b c d
MR-6	Centrex, Hrs:Min		2:14		2:00		2:16		2:40		a b c d
MR-6	DS0, Hrs:Min		1:45		2:18		3:25	0:25	3:05	0:16	a b c d
MR-6	DS1, Hrs:Min				0:13		2:59				a b c d
MR-6	DS3, Hrs:Min		1:40		1:32		2:17		2:43		a b c d
MR-6	Frame Relay, Hrs:Min		0:05		1:12		21:42		1:43		a b c d
MR-6	ISDN Primary, Hrs:Min	D	11:06	3:10	11:49		10:34		11:06		a b c d
MR-6	Line Sharing, Hrs:Min	ND	5:28		6:51	0:52	5:05		6:12		a b c d
MR-6	Line Sharing, Hrs:Min			0:27	3:02	0:53	1:36		0:36	0:24	a b c d
MR-6	LIS Trunk, Hrs:Min	D	8:41		6:19	3:42	3:14		16:07	1:30	a b c d
MR-6	PBX, Hrs:Min	ND	0:59		2:25	4:42	1:51	0:19	7:12		a b c d
MR-6	PBX, Hrs:Min		12:10		26:42		7:17		18:36		a b c d
MR-6	Qwest DSL, Hrs:Min	D	11:10	2:29	12:09	2:35	10:56	4:50	11:30	5:07	a b c d
MR-6	Qwest DSL, Hrs:Min										

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WYOMING PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-6	UBL - 2-wire, Hrs:Min		3:44	1:05	1:57	1:32	2:32	1:47	2:31	1:48	a b c d
MR-6	UBL - 4-wire, Hrs:Min		1:45		2:18		3:25		3:05		a b c d
MR-6	UBL - ADSL Qualified, Hrs:Min		12:10		26:42		7:17		18:36		a b c d
MR-6	UBL - DS1 Capable, Hrs:Min		1:45		2:18		3:25	2:13	3:05		a b c d
MR-6	UBL - DS3 Capable, Hrs:Min				0:13		2:59				a b c d
MR-6	UBL Analog, Hrs:Min		10:02		10:48		9:24		10:13		a b c d
MR-6	UBL ISDN Capable, Hrs:Min		3:44		1:57		2:32	0:41	2:31		a b c d
MR-6	UDIT Above DS1 Level, Hrs:Min				0:13		2:59				a b c d
MR-6	UDIT DS1, Hrs:Min		1:45		2:18		3:25		3:05		a b c d
MR-6	UNE-P, POTS, Hrs:Min	D	11:06	6:07	11:49	5:14	10:34	4:58	11:06	7:12	a c d
MR-6	UNE-P, POTS, Hrs:Min	ND	5:28	0:28	6:51	10:01	5:05	11:05	6:12		a b c d
MR-6	UNE-P, Centrex, Hrs:Min	D	12:26	7:15	4:08	6:35	4:25	6:37	5:17	4:23	
MR-6	UNE-P, Centrex, Hrs:Min	ND	2:59	3:04	3:39	4:35	2:31	3:08	8:16	2:29	
MR-6	UNE-P, Centrex 21, Hrs:Min	D	7:22		13:40		5:55		5:34		a b c d
MR-6	UNE-P, Centrex 21, Hrs:Min	ND	1:23		4:13		4:19		5:49		a b c d
MR-7	Repair Repeat Report Rate										
MR-7	Basic Rate ISDN, %	D	33.33%		0%		16.67%		0%		a b c d
MR-7	Basic Rate ISDN, %	ND	0%		40.00%		0%		40.00%		a b c d
MR-7	Business, %	D	13.03%	0%	13.28%	0%	15.61%	16.67%	14.29%	0%	a b c d
MR-7	Business, %	ND	9.89%		16.26%	0%	12.87%	0%	15.79%	0%	a b c d
MR-7	Centrex 21, %	D	3.85%		8.82%	0%	0%		0%	0%	a b c d
MR-7	Centrex 21, %	ND	15.38%		25.00%		10.00%		0%		a b c d
MR-7	Centrex, %	D	0%	0%	5.56%	0%	6.90%	20.00%	14.29%	0%	a b c d
MR-7	Centrex, %	ND	0%		7.69%	0%	0%		18.18%		a b c d
MR-7	DS0, %		21.43%		19.81%		16.76%		19.12%		a b c d
MR-7	DS1, %		35.00%		28.00%		21.55%	75.00%	18.18%	50.00%	a b c d
MR-7	DS3, %				0%		0%				a b c d
MR-7	Frame Relay, %		23.68%		22.73%		10.61%		12.50%		a b c d
MR-7	ISDN Primary, %		0%		0%		0%		0%		a b c d
MR-7	Line Sharing, %	D	66.67%	0%	50.00%		0%		50.00%		a b c d
MR-7	Line Sharing, %	ND	50.00%		16.67%	0%	14.29%		37.50%		a b c d
MR-7	IS Trunk, %			100%	40.00%	0%	100%		0%		a b c d
MR-7	PBX, %	D	12.50%		9.09%	0%	5.88%		25.00%	0%	a b c d

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WYOMING PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7	PBX, %	ND	5.26%		14.29%	0%	9.52%	0%	25.00%		a b c d
MR-7	Qwest DSL, %		60.00%		30.00%		11.11%		40.00%		a b c d
MR-7	Residence, %	D	14.80%	0%	13.26%	0%	13.22%	0%	14.96%	0%	a b c d
MR-7	Residence, %	ND	10.61%	0%	11.05%		11.33%	0%	9.23%	0%	a b c d
MR-7	UBL - 2-wire, %		14.29%	0%	33.33%	0%	9.09%	20.00%	33.33%	0%	a b c d
MR-7	UBL - 4-wire, %		35.00%		28.00%		21.55%		18.18%		a b c d
MR-7	UBL - ADSL Qualified, %		60.00%		30.00%		11.11%		40.00%		a b c d
MR-7	UBL - DS1 Capable, %		35.00%		28.00%		21.55%	0%	18.18%		a b c d
MR-7	UBL - DS3 Capable, %				0%		0%				a b c d
MR-7	UBL Analog, %		13.80%		13.00%		13.14%		14.03%		a b c d
MR-7	UBL ISDN Capable, %		14.29%		33.33%		9.09%	0%	33.33%		a b c d
MR-7	UDIT Above DS1 Level, %				0%		0%				a b c d
MR-7	UDIT DS1, %		35.00%		28.00%		21.55%		18.18%		a b c d
MR-7	UNE-P, POTS, %	D	14.56%	0%	13.26%	23.08%	13.56%	20.00%	14.87%	0%	a c d
MR-7	UNE-P, POTS, %	ND	10.49%	0%	11.99%	10.00%	11.57%	0%	10.07%		a b c d
MR-7	UNE-P, Centrex, %	ND	0%	16.39%	7.69%	11.54%	0%	10.45%	18.18%	14.55%	
MR-7	UNE-P, Centrex, %	D	0%	11.73%	5.56%	12.71%	6.90%	14.65%	14.29%	11.72%	
MR-7	UNE-P, Centrex 21, %	D	3.85%		8.82%		0%		0%		a b c d
MR-7	UNE-P, Centrex 21, %	ND	15.38%		25.00%		10.00%		0%		a b c d
MR-7	UNE-P, Centrex 21, %	D	33.33%		0%		20.00%				a b c d
MR-7*	Basic Rate ISDN, %	ND	0%		0%		0%				a b c d
MR-7*	Basic Rate ISDN, %	D	13.17%	0%	11.47%	0%	16.23%	16.67%			a b c d
MR-7*	Business, %	ND	13.89%		25.00%	0%	10.71%	0%			a b c d
MR-7*	Business, %	D	4.17%		10.34%	0%	0%				a b c d
MR-7*	Centrex 21, %	ND	11.11%		33.33%		25.00%				a b c d
MR-7*	Centrex 21, %	D	0%	0%	5.88%	0%	7.41%	20.00%			a b c d
MR-7*	Centrex, %	ND	0%		11.11%	0%	0%				a b c d
MR-7*	Centrex, %		20.41%		17.86%		15.97%				a b c d
MR-7*	DS0, %		33.33%		30.91%		22.73%	100%			a b c d
MR-7*	DS1, %						0%				a b c d
MR-7*	DS3, %						10.53%				a b c d
MR-7*	Frame Relay, %		26.32%		22.22%		0%				a b c d
MR-7*	ISDN Primary, %						0%				a b c d
MR-7*	Line Sharing, %	D	100%	0%	66.67%		0%				a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7*	Line Sharing, %	ND	0%		0%		7.69%				a b c d
MR-7*	LIS Trunk, %				40.00%	0%	100%				a b c d
MR-7*	PBX, %	D	12.50%		11.11%	0%	0%				a b c d
MR-7*	PBX, %	ND	20.00%		20.00%		9.09%				a b c d
MR-7*	Qwest DSL, %		50.00%		40.00%		6.25%				a b c d
MR-7*	Residence, %	D	15.03%	0%	13.23%	0%	13.17%	0%			a b c d
MR-7*	Residence, %	ND	12.14%	0%	15.95%		8.64%	0%			a b c d
MR-7*	UBL - 2-wire, %		20.00%	0%	0%	0%	16.67%	0%			a b c d
MR-7*	UBL - 4-wire, %		33.33%		30.91%		22.73%				a b c d
MR-7*	UBL - ADSL Qualified, %		50.00%		40.00%		6.25%				a b c d
MR-7*	UBL - DS1 Capable, %		33.33%		30.91%		22.73%	0%			a b c d
MR-7*	UBL - DS3 Capable, %						0%				a b c d
MR-7*	UBL Analog, %		14.56%		13.47%		13.05%				a b c d
MR-7*	UBL ISDN Capable, %		20.00%		0%		16.67%				a b c d
MR-7*	UDIT Above DS1 Level, %						0%				a b c d
MR-7*	UDIT DS1, %		33.33%		30.91%		22.73%				a b c d
MR-7*	UNE-P, POTS, %	D	14.77%	0%	13.01%	25.00%	13.59%	25.00%			a c d
MR-7*	UNE-P, POTS, %	ND	12.44%	0%	17.50%	14.29%	9.03%	0%			a b c d
MR-7*	UNE-P, Centrex, %	D	0%	12.02%	5.88%	12.35%	7.41%	14.67%			d
MR-7*	UNE-P, Centrex, %	ND	0%	8.33%	11.11%	12.00%	0%	13.95%			d
MR-7*	UNE-P, Centrex 21, %	D	4.17%		10.34%		0%				a b c d
MR-7*	UNE-P, Centrex 21, %	ND	11.11%		33.33%		25.00%				a b c d
MR-8 Trouble Rate											
MR-8	Basic Rate ISDN, %		0.73%	0%	1.24%	0%	1.13%	0%	0.62%	0%	a b c d
MR-8	Business, %		0.67%	0.55%	0.80%	0.48%	0.75%	0.65%	0.58%	0.75%	
MR-8	Centrex 21, %		0.66%	0%	0.84%	0.79%	0.52%	0%	0.46%	0.40%	
MR-8	Centrex, %		0.23%	1.02%	0.47%	0.63%	0.66%	1.04%	0.40%	0.42%	
MR-8	DS0, %		0.80%	0%	1.01%	0%	1.78%	0%	0.67%	0%	
MR-8	DS1, %		1.57%	0%	1.95%	0%	2.97%	21.05%	1.95%	10.53%	
MR-8	DS3, %		0%		0.56%		1.08%		0%		a b c d
MR-8	E911, %		0%		0%		0%		0%		a b c d
MR-8	Frame Relay, %		2.33%		2.69%		3.90%		2.41%		a b c d
MR-8	ISDN Primary, %		0.01%	0%	0.01%	0%	0.01%	0%	0.03%	0%	

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8	Line Sharing, %		1.21%	1.52%	1.49%	1.37%	1.37%	0%	1.12%	0%	
MR-8	LIS Trunk, %		0%	0.05%	0.04%	0.08%	0.01%	0%	0.02%	0.06%	
MR-8	PBX, %		0.18%	0%	0.17%	0.99%	0.25%	0.31%	0.11%	0.31%	
MR-8	Qwest DSL, %		0.50%		1.03%		1.93%		1.11%		a b c d
MR-8	Residence, %		1.40%	1.16%	1.73%	0.82%	1.59%	1.41%	1.31%	0.84%	
MR-8	UBL - 2-wire, %		0.73%	0.85%	1.24%	0.78%	1.13%	1.19%	0.62%	0.45%	
MR-8	UBL - 4-wire, %		1.57%		1.95%		2.97%		1.95%		a b c d
MR-8	UBL - ADSL Qualified, %		0.50%		1.03%		1.93%		1.11%		a b c d
MR-8	UBL - DS1 Capable, %		1.57%	0%	1.95%	0%	2.97%	16.67%	1.95%	0%	a b c d
MR-8	UBL - DS3 Capable, %		0%		0.56%		1.08%		0%		a b c d
MR-8	UBL Analog, %		1.21%	0%	1.49%	0%	1.37%	0%	1.12%	0%	a b c d
MR-8	UBL ISDN Capable, %		0.73%	0%	1.24%	0%	1.13%	2.17%	0.62%	0%	
MR-8	UDIT Above DS1 Level, %		0%	0%	0.56%	0%	1.08%	0%	0%	0%	a b c d
MR-8	UDIT DS1, %		1.57%	0%	1.95%	0%	2.97%	0%	1.95%	0%	a b
MR-8	UNE-P, POTS, %		1.21%	0.77%	1.49%	1.37%	1.37%	0.42%	1.12%	0.24%	
MR-8	UNE-P, Centrex, %		0.23%	1.12%	0.47%	1.02%	0.66%	1.18%	0.40%	0.90%	
MR-8	UNE-P, Centrex 21, %		0.66%	0%	0.84%	0%	0.52%	0%	0.46%	0%	a b c d
MR-8*	Basic Rate ISDN, %		0.52%	0%	0.41%	0%	0.62%	0%			a b c d
MR-8*	Business, %		0.53%	0.46%	0.61%	0.38%	0.61%	0.65%			d
MR-8*	Centrex 21, %		0.56%	0%	0.69%	0.79%	0.37%	0%			d
MR-8*	Centrex, %		0.17%	1.02%	0.40%	0.63%	0.55%	1.04%			d
MR-8*	DS0, %		0.47%	0%	0.53%	0%	1.14%	0%			d
MR-8*	DS1, %		0.94%	0%	1.43%	0%	2.25%	10.53%			d
MR-8*	DS3, %		0%		0%		1.08%				a b c d
MR-8*	E911, %		0%		0%		0%				a b c d
MR-8*	Frame Relay, %		1.17%		1.65%		2.24%				a b c d
MR-8*	ISDN Primary, %		0%	0%	0%	0%	0.01%	0%			d
MR-8*	Line Sharing, %		0.99%	1.52%	1.21%	0%	1.12%	0%			d
MR-8*	LIS Trunk, %		0%	0%	0.04%	0.03%	0.01%	0%			d
MR-8*	PBX, %		0.09%	0%	0.09%	0.33%	0.13%	0%			d
MR-8*	Qwest DSL, %		0.20%		0.51%		1.72%				a b c d
MR-8*	Residence, %		1.15%	0.77%	1.42%	0.82%	1.29%	1.41%			d
MR-8*	UBL - 2-wire, %		0.52%	0.28%	0.41%	0.52%	0.62%	0.48%			d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8*	UBL - 4-wire, %		0.94%		1.43%		2.25%				a b c d
MR-8*	UBL - ADSL Qualified, %		0.20%		0.51%		1.72%				a b c d
MR-8*	UBL - DS1 Capable, %		0.94%	0%	1.43%	0%	2.25%	16.67%			a b c d
MR-8*	UBL - DS3 Capable, %		0%		0%		1.08%				a b c d
MR-8*	UBL Analog, %		0.99%	0%	1.21%	0%	1.12%	0%			a b c d
MR-8*	UBL ISDN Capable, %		0.52%	0%	0.41%	0%	0.62%	0%			d
MR-8*	UDIT Above DS1 Level, %		0%	0%	0%	0%	1.08%	0%			a b c d
MR-8*	UDIT DS1, %		0.94%	0%	1.43%	0%	2.25%	0%			a b d
MR-8*	UNE-P, POTS, %		0.99%	0.53%	1.21%	1.13%	1.12%	0.30%			d
MR-8*	UNE-P, Centrex, %		0.17%	0.96%	0.40%	0.82%	0.55%	1.01%			d
MR-8*	UNE-P, Centrex 21, %		0.56%	0%	0.69%	0%	0.37%	0%			a b c d
MR-9	Repair Appointments Met										
MR-9	Basic Rate ISDN, %	ND					100%				a b c d
MR-9	Business, %	ND	98.90%		97.56%	50.00%	98.02%	100%	98.25%	100%	a b c d
MR-9	Business, %	D	97.39%	100%	94.92%	100%	99.13%	100%	97.91%	100%	a b c d
MR-9	Centrex 21, %	D	96.15%		100%	100%	100%		100%	100%	a b c d
MR-9	Centrex 21, %	ND	100%		100%		100%		91.67%		a b c d
MR-9	Centrex, %	D	100%	100%	100%	100%	100%	100%	100%	100%	a b c d
MR-9	Centrex, %	ND	100%		100%	100%	100%		90.91%		a b c d
MR-9	PBX, %	D	100%		100%	100%	88.89%		100%	100%	a b c d
MR-9	PBX, %	ND	100%		66.67%	50.00%	100%		66.67%		a b c d
MR-9	Residence, %	D	99.02%	100%	97.16%	100%	98.77%	100%	98.67%	100%	a b c d
MR-9	Residence, %	ND	99.29%	100%	98.57%		99.63%	100%	98.72%	100%	a b c d
MR-9	UNE-P, POTS, %	D	98.80%	100%	96.87%	100%	98.82%	100%	98.57%	100%	a c d
MR-9	UNE-P, POTS, %	ND	99.22%	100%	98.39%	100%	99.38%	100%	98.66%		a b c d
MR-10	Customer and Non-Qwest Related Trouble Reports										
MR-10	Basic Rate ISDN, %		41.67%		36.84%		21.43%		14.29%		a b c d
MR-10	Business, %		30.66%	25.00%	31.47%	50.00%	30.05%	53.33%	36.41%	20.00%	a b d
MR-10	Centrex 21, %		40.00%		28.57%	33.33%	27.91%	100%	28.21%	0%	a b c d
MR-10	Centrex, %		28.57%	37.50%	29.55%	40.00%	6.67%	28.57%	28.57%	50.00%	a b c d
MR-10	DS0, %		28.21%		18.46%		11.90%		21.84%		a b c d
MR-10	DS1, %		26.83%		26.47%		17.73%	20.00%	23.00%	33.33%	a b c d
MR-10	DS3, %				0%		0%				a b c d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-10	Frame Relay, %		29.63%		13.73%		19.51%		9.09%		a b c d
MR-10	ISDN Primary, %		0%		0%		66.67%		25.00%		a b c d
MR-10	LIS Trunk, %		100%	60.00%	61.54%	0%	75.00%		40.00%	62.50%	a b c d
MR-10	PBX, %		34.15%		30.56%	25.00%	45.71%	0%	44.83%	0%	a b c d
MR-10	Qwest DSL, %		54.55%		50.00%		41.94%		47.37%		a b c d
MR-10	Residence, %		29.92%	14.29%	31.08%	55.56%	31.08%	33.33%	31.92%	42.86%	a b
MR-10	UBL - 2-wire, %		41.67%	0%	36.84%	0%	21.43%	16.67%	14.29%	33.33%	a b c d
MR-10	UBL - 4-wire, %		26.83%		26.47%		17.73%		23.00%		a b c d
MR-10	UBL - ADSL Qualified, %		54.55%		50.00%		41.94%		47.37%		a b c d
MR-10	UBL - DS1 Capable, %		26.83%		26.47%		17.73%	0%	23.00%		a b c d
MR-10	UBL - DS3 Capable, %				0%		0%				a b c d
MR-10	UBL Analog, %		30.03%		31.14%		30.94%	100%	32.56%		a b c d
MR-10	UBL ISDN Capable, %		41.67%		36.84%		21.43%	0%	14.29%		a b c d
MR-10	UDIT Above DS1 Level, %				0%		0%				a b c d
MR-10	UDIT DS1, %		26.83%		26.47%		17.73%		23.00%		a b c d
MR-10	UNE-P, POTS, %		30.03%	31.58%	31.14%	14.81%	30.94%	50.00%	32.56%	20.00%	d
MR-10	UNE-P, Centrex, %		28.57%	19.94%	29.55%	30.03%	6.67%	25.35%	28.57%	28.06%	
MR-10	UNE-P, Centrex 21, %		40.00%		28.57%		27.91%		28.21%		a b c d
MR-11	LNP Trouble Reports Cleared										
MR-11A	within 4 Hours, %		60.53%		44.99%		51.77%		52.85%		a b c d
MR-11B	within 48 Hours, %		99.42%		99.42%		100%		99.78%		a b c d
NETWORK PERFORMANCE											
NI-1	Trunk Blocking										
NI-1A	to Qwest Tandem Offices, LIS Trunk, %			0%		0%		0%		0%	
NI-1B	to Qwest End Offices, LIS Trunk, %		0%	0.11%	0%	0.03%	0%	0.20%	0%	0%	
NI-1C	to Qwest Tandem Offices, LIS Trunk, %			0%		0%		0%		0%	
NI-1D	to Qwest End Offices, LIS Trunk, %		0%	1.55%	0%	0.41%	0%	0.73%	0%	0.39%	
NP-1	NXX Code Activation										
NP-1A	All, %									100%	a b c d
NP-1B	Facility Delays, All, %									0%	a b c d
ORDER ACCURACY											
OA-1	Order Accuracy, % (OP-5++)					96.80%		98.56%		95.19%	a
ORDERING AND PROVISIONING											

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-2	Calls Answered within Twenty Seconds - Interconnect Provisioning Center										
OP-2	Default, %		80.97%	96.94%	75.62%	97.87%	72.08%	98.27%	82.25%	97.82%	
OP-3	Installation Commitments Met										
OP-3	Basic Rate ISDN, %		75.00%		100%		85.71%		77.78%		a b c d
OP-3	Business, %	D	95.29%	100%	97.82%	100%	95.32%	100%	96.09%	100%	a b c d
OP-3	Business, %	ND	100%	100%	97.10%	100%	100%	100%	98.36%	100%	a d
OP-3	Centrex 21, %	D	100%	100%	100%	100%	100%		83.33%		a b c d
OP-3	Centrex 21, %	ND	100%	100%	100%	100%	100%		100%		b c d
OP-3	Centrex, %	D	85.71%	100%	100%	100%	100%	100%	100%	100%	b c d
OP-3	Centrex, %	ND	0%	100%		100%		100%		100%	a b c d
OP-3	DS0, %	D	0%								a b c d
OP-3	DS0, %	ND	100%		100%						a b c d
OP-3	DS0, %		100%		88.89%		77.78%		90.00%	100%	a b c d
OP-3	DS1, %		90.36%		75.00%		84.72%		66.67%		a b c d
OP-3	DS3, %		100%		50.00%		100%		83.33%		a b c d
OP-3	Frame Relay, %		78.57%		91.67%		55.00%		57.89%		a b c d
OP-3	ISDN Primary, %	ND							100%		a b c d
OP-3	ISDN Primary, %		75.00%		4.76%		66.67%		55.56%		a b c d
OP-3	Line Sharing, %	D	95.79%		96.72%		96.28%		96.67%		a b c d
OP-3	Line Sharing, %	ND	99.80%	100%	99.58%	100%	99.83%	100%	99.67%	100%	a b c d
OP-3	LIS Trunk, %		85.71%	100%	100%		50.00%	100%	100%	100%	a b c d
OP-3	PBX, %	D	100%	100%	100%		100%		100%		a b c d
OP-3	PBX, %	ND			100%						a b c d
OP-3	PBX, %		33.33%		100%		1.69%		100%		a b c d
OP-3	Qwest DSL, %	D	93.33%		80.00%		92.31%		93.33%		a b c d
OP-3	Qwest DSL, %	ND	99.56%		99.66%		99.62%		98.80%		a b c d
OP-3	Qwest DSL, %		0%				0%		100%		a b c d
OP-3	Residence, %	D	95.96%	100%	96.32%	100%	96.57%	100%	96.89%	98.95%	a
OP-3	Residence, %	ND	99.80%	100%	99.64%	100%	99.83%	100%	99.70%	100%	a
OP-3	UBL - 2-wire, %		75.00%	100%	100%	100%	85.71%	100%	77.78%	100%	
OP-3	UBL - 4-wire, %		90.36%		75.00%		84.72%		66.67%		a b c d
OP-3	UBL - ADSL Qualified, %		93.33%		80.00%		92.31%		93.33%		a b c d
OP-3	UBL - DS1 Capable, %		90.36%	100%	75.00%	0%	84.72%	0%	66.67%		a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-3	UBL - DS3 Capable, %		100%		50.00%		100%		83.33%		a b c d
OP-3	UBL Analog, %	D	95.79%								a b c d
OP-3	UBL Analog, %		95.79%		96.72%		96.28%		96.67%		a b c d
OP-3	UBL Conditioned, %			100%		100%					a b c d
OP-3	UBL ISDN Capable, %		75.00%	100%	100%	66.67%	85.71%	100%	77.78%	75.00%	a b c d
OP-3	UDIT Above DS1 Level, %		100%		50.00%		100%		83.33%		a b c d
OP-3	UDIT DS1, %		90.36%		75.00%		84.72%	100%	66.67%		a b c d
OP-3	UNE-P, POTS, %	D	95.79%	100%	96.72%	87.50%	96.28%	100%	96.67%	100%	a b c d
OP-3	UNE-P, POTS, %	ND	99.80%	100%	99.58%	100%	99.83%	100%	99.67%	100%	a b c d
OP-3	UNE-P, Centrex, %	D	85.71%	98.30%	100%	97.10%	100%	97.96%	100%	100%	
OP-3	UNE-P, Centrex, %	ND	0%	97.39%		98.84%		93.94%		100%	
OP-3	UNE-P, Centrex 21, %	D	100%		100%		100%		83.33%		a b c d
OP-3	UNE-P, Centrex 21, %	ND	100%		100%		100%		100%		a b c d
OP-4	Installation Interval										
OP-4	Basic Rate ISDN, Avg Days		11.27		9.17		14.00		11.70		a b c d
OP-4	Business, Avg Days	D	5.05	3.67	4.71	15.00	5.23	4.75	4.61	3.00	a b c d
OP-4	Business, Avg Days	ND	3.84	1.40	2.89	2.63	3.49	2.09	4.07	2.17	a b d
OP-4	Centrex 21, Avg Days	ND	3.00	5.10	3.25	5.00	3.50		2.00		a b c d
OP-4	Centrex 21, Avg Days	D	4.46	3.00	3.22	5.00	4.50		3.46		a b c d
OP-4	Centrex, Avg Days	D	5.57	4.67	2.88	5.00	2.71	5.50	3.29	5.00	b c d
OP-4	Centrex, Avg Days	ND	1.00	5.00		5.00		4.88		3.50	a b c d
OP-4	DS0, Avg Days	D	8.50								a b c d
OP-4	DS0, Avg Days	ND	4.00		0.00						a b c d
OP-4	DS0, Avg Days		4.40		7.91		8.86		4.78	5.50	a b c d
OP-4	DS1, Avg Days		15.92		17.20		16.96		15.58		a b c d
OP-4	DS3, Avg Days		9.67		8.67		11.00		7.60		a b c d
OP-4	E911, Avg Days								26.00		a b c d
OP-4	Frame Relay, Avg Days						4.00				a b c d
OP-4	ISDN Primary, Avg Days	ND							0.00		a b c d
OP-4	ISDN Primary, Avg Days		11.22		56.65		9.29		13.33		a b c d
OP-4	Line Sharing, Avg Days	D	4.84		5.92		5.06		4.66		a b c d
OP-4	Line Sharing, Avg Days	ND	3.55	2.86	3.54	3.00	3.48	3.00	3.64	2.57	a b c d
OP-4	LIS Trunk, Avg Days		26.88	19.00	12.83		33.25	21.00	15.33	16.33	a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-4	PBX, Avg Days	D	12.00	3.00	4.33		6.00		20.50		a b c d
OP-4	PBX, Avg Days	ND			2.00						a b c d
OP-4	PBX, Avg Days		30.56		39.80		50.28		14.50		a b c d
OP-4	Qwest DSL, Avg Days	D	10.00		7.60		5.62		6.13		a b c d
OP-4	Qwest DSL, Avg Days	ND	9.49		4.89		4.86		4.92		a b c d
OP-4	Qwest DSL, Avg Days		48.00						8.00		a b c d
OP-4	Residence, Avg Days	D	4.77	3.40	6.36	3.54	5.00	3.67	4.68	4.19	a
OP-4	Residence, Avg Days	ND	3.54	2.57	3.55	3.00	3.48	2.99	3.64	2.90	a b
OP-4	UBL - 2-wire, Avg Days		11.27	3.04	9.17	2.92	14.00	3.15	11.70	3.18	
OP-4	UBL - 4-wire, Avg Days		15.92		17.20		16.96		15.58		a b c d
OP-4	UBL - ADSL Qualified, Avg Days		10.00		7.60		5.62		6.13		a b c d
OP-4	UBL - DS1 Capable, Avg Days		15.92	4.00	17.20	18.33	16.96	25.00	15.58		a b c d
OP-4	UBL - DS3 Capable, Avg Days		9.67		8.67		11.00		7.60		a b c d
OP-4	UBL Analog, Avg Days	D	4.84								a b c d
OP-4	UBL Analog, Avg Days		4.84		5.92		5.06		4.66		a b c d
OP-4	UBL Conditioned, Avg Days			7.00		6.50					a b c d
OP-4	UBL ISDN Capable, Avg Days		11.27	4.33	9.17	15.00	14.00	3.33	11.70	6.25	a b c d
OP-4	UDIT Above DS1 Level, Avg Days		9.67		8.67		11.00		7.60		a b c d
OP-4	UDIT DS1, Avg Days		15.92	9.00	17.20	10.00	16.96	9.86	15.58		a b c d
OP-4	UNE-P, POTS, Avg Days	ND	3.55	4.00	3.54	2.00	3.48	3.00	3.64		a b c d
OP-4	UNE-P, POTS, Avg Days	D	4.84	2.88	5.92	4.88	5.06	5.89	4.66	3.25	a b c d
OP-4	UNE-P, Centrex, Avg Days	D	5.57	5.26	2.88	5.50	2.71	5.48	3.29	4.29	
OP-4	UNE-P, Centrex, Avg Days	ND	1.00	4.62		4.34		4.22		3.61	
OP-4	UNE-P, Centrex 21, Avg Days	D	4.46		3.22		4.50		3.46		a b c d
OP-4	UNE-P, Centrex 21, Avg Days	ND	3.00		3.25		3.50		2.00		a b c d
OP-5	New Service Installation Quality										
OP-5	Basic Rate ISDN, %		100%	100%	90.00%		100%		100%		a b c d
OP-5	Business, %		84.96%	80.00%	88.73%	100%	85.32%	93.75%	89.01%	73.33%	a
OP-5	Centrex 21, %		38.89%	100%	50.00%	100%	93.75%	100%	85.00%		a b c d
OP-5	Centrex, %		75.00%	100%	50.00%	91.67%	37.50%	90.91%	57.14%	100%	d
OP-5	DS0, %		40.00%		63.64%		63.64%		30.00%	100%	a b c d
OP-5	DS1, %		94.74%		91.58%		95.45%		95.19%		a b c d
OP-5	DS3, %		100%		100%		100%		100%		a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-5	E911, %								100%		a b c d
OP-5	Frame Relay, %		86.84%		66.67%		82.61%		85.71%		a b c d
OP-5	ISDN Primary, %		100%		100%		100%		77.78%		a b c d
OP-5	Line Sharing, %		87.95%	100%	88.38%	88.89%	89.21%	100%	90.23%	100%	a b c d
OP-5	LIS Trunk, %		100%	100%	100%	100%	100%	100%	100%	100%	a b c d
OP-5	PBX, %		83.33%	100%	86.96%	0%	98.04%		100%		a b c d
OP-5	Qwest DSL, %		100%		100%		100%		100%		a b c d
OP-5	Residence, %		88.34%	90.00%	88.34%	100%	89.63%	97.90%	90.37%	98.32%	
OP-5	UBL - 2-wire, %		100%	100%	90.00%	96.43%	100%	100%	100%	97.30%	
OP-5	UBL - 4-wire, %		94.74%		91.58%		95.45%		95.19%		a b c d
OP-5	UBL - ADSL Qualified, %		100%		100%		100%		100%		a b c d
OP-5	UBL - DS1 Capable, %		94.74%	100%	91.58%	100%	95.45%	50.00%	95.19%	100%	a b c d
OP-5	UBL - DS3 Capable, %		100%		100%		100%		100%		a b c d
OP-5	UBL Analog, %		64.48%		66.08%		67.33%		69.63%		a b c d
OP-5	UBL ISDN Capable, %		100%	100%	90.00%	100%	100%	100%	100%	100%	a b c d
OP-5	UDIT Above DS1 Level, %		100%		100%		100%		100%		a b c d
OP-5	UDIT DS1, %		94.74%	100%	91.58%	100%	95.45%	100%	95.19%	100%	a b c d
OP-5	UNE-P, POTS, %		87.95%	92.31%	88.38%	100%	89.21%	87.50%	90.23%	100%	
OP-5	UNE-P, Centrex, %		75.00%	87.03%	50.00%	88.37%	37.50%	88.76%	57.14%	83.74%	
OP-5	UNE-P, Centrex 21, %		38.89%		50.00%		93.75%		85.00%		a b c d
OP-5*	Basic Rate ISDN, %		100%	100%	90.00%		100%				a b c d
OP-5*	Business, %		87.78%	90.00%	90.81%	100%	87.23%	93.75%			a d
OP-5*	Centrex 21, %		38.89%	100%	56.25%	100%	93.75%	100%			a b c d
OP-5*	Centrex, %		100%	100%	62.50%	91.67%	50.00%	90.91%			d
OP-5*	DS0, %		80.00%		81.82%		90.91%				a b c d
OP-5*	DS1, %		94.74%		92.63%		97.73%				a b c d
OP-5*	DS3, %		100%		100%		100%				a b c d
OP-5*	Frame Relay, %		97.37%		85.19%		86.96%				a b c d
OP-5*	ISDN Primary, %		100%		100%		100%				a b c d
OP-5*	Line Sharing, %		90.26%	100%	90.54%	100%	90.96%	100%			a b c d
OP-5*	LIS Trunk, %		100%	100%	100%	100%	100%	100%			a b c d
OP-5*	PBX, %		87.50%	100%	86.96%	100%	100%				a b c d
OP-5*	Qwest DSL, %		100%		100%		100%				a b c d

Metric Number	Metric Description	DR	June			July			August			September			Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	Qwest	CLEC		
OP-5*	Residence, %		90.59%	95.00%	90.50%	100%	91.36%	97.90%							d
OP-5*	UBL - 2-wire, %		100%	100%	90.00%	96.43%	100%	100%							d
OP-5*	UBL - 4-wire, %		94.74%	92.63%	92.63%	97.73%									a b c d
OP-5*	UBL - ADSL Qualified, %		100%	100%	100%	100%									a b c d
OP-5*	UBL - DSL Capable, %		94.74%	100%	92.63%	97.73%	50.00%								a b c d
OP-5*	UBL - DSL Capable, %		100%	100%	100%	100%									a b c d
OP-5*	UBL Analog, %		71.29%		72.38%		72.64%								a b c d
OP-5*	UBL ISDN Capable, %		100%	100%	90.00%	100%	100%	100%							a b c d
OP-5*	UDIT Above DSL Level, %		100%	100%	100%	100%									a b c d
OP-5*	UDIT DSL, %		94.74%	100%	92.63%	97.73%	100%	100%							a b c d
OP-5*	UNE-P, POTS, %		90.26%	92.31%	90.54%	100%	90.96%	93.75%							d
OP-5*	UNE-P, Centrex, %		100%	88.92%	62.50%	89.92%	50.00%	91.57%							d
OP-5*	UNE-P, Centrex 21, %		38.89%		56.25%		93.75%								a b c d
Delayed Days for Non-Facility Reasons															
OP-6A	Basic Rate ISDN, Avg Days		7.00									11.00			a b c d
OP-6A	Business, Avg Days	D	12.38		5.50		5.00					5.00			a b c d
OP-6A	Business, Avg Days	ND			23.50							26.00			a b c d
OP-6A	Centrex 21, Avg Days	D										2.50			a b c d
OP-6A	Centrex, Avg Days	ND	1.00												a b c d
OP-6A	DS0, Avg Days	D	3.50												a b c d
OP-6A	DS0, Avg Days				13.00		10.00					19.00			a b c d
OP-6A	DSL, Avg Days		18.07		17.71		24.33					14.52			a b c d
OP-6A	DSL, Avg Days											8.00			a b c d
OP-6A	Frame Relay, Avg Days		24.60		51.33		12.20					16.00			a b c d
OP-6A	ISDN Primary, Avg Days		8.50		32.94		4.00					7.50			a b c d
OP-6A	Line Sharing, Avg Days	D	7.11		47.44		4.67					5.14			a b c d
OP-6A	Line Sharing, Avg Days	ND	17.33		11.70		2.67					6.40			a b c d
OP-6A	LIS Trunk, Avg Days		24.00				31.75								a b c d
OP-6A	PBX, Avg Days	D	12.00												a b c d
OP-6A	PBX, Avg Days		31.25		28.21		16.68					21.00			a b c d
OP-6A	Qwest DSL, Avg Days	D	2.00		1.33		2.00					9.00			a b c d
OP-6A	Qwest DSL, Avg Days	ND	6.00		9.00		2.00					2.25			a b c d
OP-6A	Qwest DSL, Avg Days		35.00				3.00								a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-6A	Residence, Avg Days	D	4.00		68.42		4.50		5.24		a b c d
OP-6A	Residence, Avg Days	ND	17.33		8.75		2.67		4.22		a b c d
OP-6A	UBL - 2-wire, Avg Days		7.00						11.00		a b c d
OP-6A	UBL - 4-wire, Avg Days		18.07		17.71		24.33		14.52		a b c d
OP-6A	UBL - ADSL Qualified, Avg Days		2.00		1.33		2.00		9.00		a b c d
OP-6A	UBL - DS1 Capable, Avg Days		18.07		17.71	14.50	24.33	19.00	14.52		a b c d
OP-6A	UBL - DS3 Capable, Avg Days								8.00		a b c d
OP-6A	UBL Analog, Avg Days	D	7.11								a b c d
OP-6A	UBL Analog, Avg Days		7.11		47.44		4.67		5.14		a b c d
OP-6A	UBL ISDN Capable, Avg Days		7.00			20.00			11.00	6.00	a b c d
OP-6A	UDIT Above DS1 Level, Avg Days								8.00		a b c d
OP-6A	UDIT DS1, Avg Days		18.07		17.71		24.33		14.52		a b c d
OP-6A	UNE-P, POTS, Avg Days	D	7.11		47.44	2.00	4.67		5.14		a b c d
OP-6A	UNE-P, POTS, Avg Days	ND	17.33		11.70		2.67		6.40		a b c d
OP-6A	UNE-P, Centrex, Avg Days	D		1.00		1.00					a b c d
OP-6A	UNE-P, Centrex, Avg Days	ND	1.00	1.00		3.00		11.00			a b c d
OP-6A	UNE-P, Centrex 21, Avg Days	D							2.50		a b c d
OP-6B	Delayed Days for Facility Reasons										
OP-6B	Basic Rate ISDN, Avg Days						31.00				a b c d
OP-6B	Business, Avg Days	D	12.71		18.50		11.63		7.57		a b c d
OP-6B	Centrex, Avg Days	D	11.00								a b c d
OP-6B	DS1, Avg Days				125.00		14.00		3.00		a b c d
OP-6B	DS3, Avg Days				9.00						a b c d
OP-6B	Frame Relay, Avg Days		20.00								a b c d
OP-6B	Line Sharing, Avg Days	D	9.10		39.00		11.82		9.10		a b c d
OP-6B	Line Sharing, Avg Days	ND			1.50				1.00		a b c d
OP-6B	Residence, Avg Days	D	8.00		41.48		11.88		9.59	7.00	a b c d
OP-6B	Residence, Avg Days	ND			1.50				1.00		a b c d
OP-6B	UBL - 2-wire, Avg Days						31.00				a b c d
OP-6B	UBL - 4-wire, Avg Days				125.00		14.00		3.00		a b c d
OP-6B	UBL - DS1 Capable, Avg Days				125.00		14.00		3.00		a b c d
OP-6B	UBL - DS3 Capable, Avg Days				9.00						a b c d
OP-6B	UBL Analog, Avg Days	D	9.10								a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-6B	UBL Analog, Avg Days		9.10		39.00		11.82		9.10		a b c d
OP-6B	UBL ISDN Capable, Avg Days						31.00				a b c d
OP-6B	UDIT Above DS1 Level, Avg Days				9.00						a b c d
OP-6B	UDIT DS1, Avg Days				125.00		14.00		3.00		a b c d
OP-6B	UNE-P, POTS, Avg Days	D	9.10		39.00		11.82		9.10		a b c d
OP-6B	UNE-P, POTS, Avg Days	ND			1.50				1.00		a b c d
OP-6B	UNE-P, Centrex, Avg Days	D	11.00	6.67		6.67		11.00			a b c d
OP-8	Number Portability Timeliness										
OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%					100%				100%	a b c
OP-13	Coordinated Cuts - Unbundled Loop										
OP-13A	Completed on Time, UBL Other, %					100%					a b c d
OP-13B	Started Without CLEC Approval, UBL Other, %					0%					a b c d
OP-15A	Interval for Pending Orders Delayed Past Due Date										
OP-15A	Basic Rate ISDN, Avg Days		197.17		203.50		258.00		339.00		a b c d
OP-15A	Business, Avg Days		124.79		109.89		136.15		130.88		a b c d
OP-15A	Centrex 21, Avg Days		192.33		72.33		72.38		102.29		a b c d
OP-15A	Centrex, Avg Days		132.14		221.50		243.50		263.50	10.00	a b c d
OP-15A	DS0, Avg Days		122.50		184.00		125.80		224.67		a b c d
OP-15A	DS1, Avg Days		85.76		96.11		86.39		101.63		a b c d
OP-15A	DS3, Avg Days		189.25		211.25		233.25		240.00		a b c d
OP-15A	Frame Relay, Avg Days		130.67		83.45		61.33		76.75		a b c d
OP-15A	ISDN Primary, Avg Days		240.54		467.00		489.00		509.00	5.00	a b c d
OP-15A	PBX, Avg Days		279.83		255.43		188.71		194.00		a b c d
OP-15A	Residence, Avg Days		175.59		181.48		204.77	1.00	205.97		a b c d
OP-15A	UBL - 2-wire, Avg Days		197.17		203.50		258.00		339.00		a b c d
OP-15A	UBL - 4-wire, Avg Days		85.76		96.11		86.39		101.63		a b c d
OP-15A	UBL - DS1 Capable, Avg Days		85.76	12.00	96.11		86.39		101.63		a b c d
OP-15A	UBL - DS3 Capable, Avg Days		189.25		211.25		233.25		240.00		a b c d
OP-15A	UBL Analog, Avg Days		140.35		144.13		167.22		159.83		a b c d
OP-15A	UBL ISDN Capable, Avg Days		197.17		203.50		258.00		339.00		a b c d
OP-15A	UDIT Above DS1 Level, Avg Days		189.25		211.25		233.25		240.00		a b c d
OP-15A	UDIT DS1, Avg Days		85.76	45.00	96.11	67.00	86.39		101.63		a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-15A	UNE-P, POTS, Avg Days		165.21		162.97	2.00	186.59		184.39		a b c d
OP-15A	UNE-P, Centrex, Avg Days		132.14	214.49	221.50	225.59	243.50	161.92	263.50	161.92	
OP-15A	UNE-P, Centrex 21, Avg Days		192.33		72.33		72.38		102.29		a b c d
OP-15B	Pending Orders Delayed for Facilities Reasons										
OP-15B	Basic Rate ISDN		1		1		2		1		a b c d
OP-15B	Business		23		25		25		25		a b c d
OP-15B	Centrex 21		0		2		3		3		a b c d
OP-15B	Centrex		1		0		0		0	0	a b c d
OP-15B	DS0		0		0		4		2		a b c d
OP-15B	DS1		4		4		45		38		a b c d
OP-15B	DS3		0		0		4		3		a b c d
OP-15B	Frame Relay		0		1		10		9		a b c d
OP-15B	ISDN Primary		1		0		0		0	0	a b c d
OP-15B	PBX		0		1		5		4		a b c d
OP-15B	Residence		129		118		115	0	120		a b c d
OP-15B	UBL - 2-wire		1		1		2		1		a b c d
OP-15B	UBL - 4-wire		4		4		45		38		a b c d
OP-15B	UBL - DS1 Capable		4	0	4		45		38		a b c d
OP-15B	UBL - DS3 Capable		0		0		4		3		a b c d
OP-15B	UBL Analog		104		101		92		100		a b c d
OP-15B	UBL ISDN Capable		1		1		2		1		a b c d
OP-15B	UDIT Above DS1 Level		0		0		4		3		a b c d
OP-15B	UDIT DS1		4	0	4	0	45		38		a b c d
OP-15B	UNE-P, POTS		152		143	0	140		145		a b c d
OP-15B	UNE-P, Centrex		1	4	0	7	0	5	0	2	a b c d
OP-15B	UNE-P, Centrex 21		0		2		3		3		a b c d
OP-17	Timeliness of Disconnects associated with LNP Orders										
OP-17A	LNP, %					100%				100%	a b c
OP-17B	LNP, %					100%				100%	a b c
OPERATOR SERVICES											
OS-1	Speed of Answer - Operator Services										
OS-1	Average Seconds		9.67		8.51		8.51		8.91		a b c d
PRE-ORDER/ORDER											

WYOMING PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-1	Pre-Order/Order Response Times										
PO-1A-1(a)	Appt. Sched, GUI Req, Avg Sec			0.55		0.57		0.55		0.56	
PO-1A-1(b-c)	Appt. Sched, GUI Resp/Accept, Avg Sec			2.44		2.6		2.24		1.77	
PO-1A-1Total	Appt. Sched, GUI Aggr, Avg Sec			2.99		3.17		2.79		2.33	
PO-1A-2(a)	Service Avail, GUI Req, Avg Sec			0.51		0.52		0.51		0.5	
PO-1A-2(b)	Service Avail, GUI Resp, Avg Sec			5.66		6.11		6.37		6.75	
PO-1A-2Total	Service Avail, GUI Aggr, Avg Sec			6.17		6.63		6.89		7.25	
PO-1A-3(a)	Facility Check, GUI Req, Avg Sec			0.7		0.72		0.7		0.7	
PO-1A-3(b)	Facility Check, GUI Resp, Avg Sec			7.41		7.73		7.63		7.48	
PO-1A-3Total	Facility Check, GUI Aggr, Avg Sec			8.11		8.45		8.33		8.18	
PO-1A-4(a)	Address Validation, GUI Req, Avg Sec			1.3		1.32		1.34		1.31	
PO-1A-4(b)	Address Validation, GUI Resp, Avg Sec			4.64		4.65		4.67		5.1	
PO-1A-4Total	Address Validation, GUI Aggr, Avg Sec			5.94		5.97		6.01		6.41	
PO-1A-5(a)	Get CSR, GUI Req, Avg Sec			0.69		0.74		0.72		0.7	
PO-1A-5(b)	Get CSR, GUI Resp, Avg Sec			6.55		5.79		5.82		5.59	
PO-1A-5Total	Get CSR, GUI Aggr, Avg Sec			7.23		6.53		6.54		6.28	
PO-1A-6(a)	TN Reserv, GUI Req, Avg Sec			0.79		0.82		0.8		0.79	
PO-1A-6(b)	TN Reserv, GUI Resp, Avg Sec			4.45		4.91		4.69		4.5	
PO-1A-6(c)	TN Reserv, GUI Accept, Avg Sec			0.65		0.74		0.71		0.66	
PO-1A-6Total	TN Reserv, GUI Aggr, Avg Sec			5.89		6.47		6.2		5.94	
PO-1A-7(a)	Loop Qual Tools, GUI Req, Avg Sec			0.95		0.98		0.96		1.05	
PO-1A-7(b)	Loop Qual Tools, GUI Resp, Avg Sec			8.73		8.09		7.9		5.75	
PO-1A-7Total	Loop Qual Tools, GUI Aggr, Avg Sec			9.68		9.07		8.86		6.8	
PO-1A-8(a)	Resale of Qwest DSL Qual, GUI Req, Avg Sec			0.9		0.98		0.91		0.91	
PO-1A-8(b)	Resale of Qwest DSL Qual, GUI Resp, Avg Sec			5.51		6.66		6.09		5.63	
PO-1A-8Total	Resale of Qwest DSL Qual, GUI Aggr, Avg Sec			6.41		7.64		7		6.54	
PO-1A-9(a)	Connecting Facility Assign, GUI Req, Avg Sec			0.44		0.44		0.47		0.44	
PO-1A-9(b)	Connecting Facility Assign, GUI Resp, Avg Sec			17.83		18.14		14.1		8.25	
PO-1A-9Total	Connecting Facility Assign, GUI Aggr, Avg Sec			18.28		18.58		14.56		8.69	
PO-1A-10(a)	Meet Point Inquiry, GUI Req, Avg Sec			0.48		0.48		0.48		0.47	
PO-1A-10(b)	Meet Point Inquiry, GUI Resp, Avg Sec			19.85		19.95		13.51		4.87	
PO-1A-10Total	Meet Point Inquiry, GUI Aggr, Avg Sec			20.34		20.43		14		5.34	
PO-1B-1	Appt. Sched, EDI Req/Resp, Avg Sec			4.77		4.55		3.99		3.55	

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-1B-2	Service Avail, EDI Req/Resp, Avg Sec			6.32		6.09		6.23		6.61	
PO-1B-3	Facility Check, EDI Req/Resp, Avg Sec			6.38		5.73		6.75		7.33	
PO-1B-4	Address Validation, EDI Req/Resp, Avg Sec			3.11		2.47		2.52		2.88	
PO-1B-5	Get CSR, EDI Req/Resp, Avg Sec			3.43		2.01		2.6		2.66	
PO-1B-6	TN Reserv, EDI Req/Resp, Avg Sec			5.41		5.52		5.06		5.18	
PO-1B-7	Loop Qual Tools, EDI Req/Resp, Avg Sec			9.23		8.64		9.67		7.24	
PO-1B-8	Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec			6.31		6.11		5.16		5.74	
PO-1B-9	Connecting Facility Assign, EDI Req/Resp, Avg Sec			18.12		16.97		12.37		8.03	
PO-1B-10	Meet Point Inquiry, EDI Req/Resp, Avg Sec			20.77		20.29		13.09		5.41	
PO-1C-1	Timeout, GUI Total, %			0.05%		0.10%		0.02%		0.04%	
PO-1C-2	Timeout, EDI Total, %			0.07%		0%		0.02%		0.24%	
PO-1D-1	Rejected Query, GUI Total, Avg Sec			1.46		1.57		1.36		1.34	
PO-1D-2	Rejected Query, EDI Total, Avg Sec			2.84		3.15		2.15		1.84	
PO-2	Electronic Flow-through										
PO-2A-1	GUI, Resale Aggr w/o UNE-P-POTS, %			67.27%		70.59%		73.20%		55.96%	
PO-2A-1	GUI, UBL Aggr, %			0%		0%		0%		0%	a b c d
PO-2A-1	GUI, UNE-P, POTS, %			77.78%		100%		75.00%		66.67%	b
PO-2A-2	EDI, LNP, %							0%			a b c d
PO-2A-2	EDI, Resale Aggr w/o UNE-P-POTS, %			8.33%		37.93%		59.26%		48.29%	
PO-2A-2	EDI, UBL Aggr, %			62.16%		60.00%		64.41%		63.27%	
PO-2A-2	EDI, UNE-P, POTS, %			53.85%		63.46%		64.10%		67.57%	
PO-2B-1	All Eligible LSRs, GUI, POTS Resale, %			98.67%		95.24%		97.26%		92.42%	
PO-2B-1	All Eligible LSRs, GUI, UNE-P, POTS, %			100%		100%		90.00%		72.73%	b c
PO-2B-2	All Eligible LSRs, EDI, POTS Resale, %			100%		91.67%		88.19%		82.84%	a
PO-2B-2	All Eligible LSRs, EDI, UBL Aggr, %			92.00%		77.42%		82.61%		83.78%	
PO-2B-2	All Eligible LSRs, EDI, UNE-P, POTS, %			100%		97.06%		96.15%		100%	
PO-3	LSR Rejection Notice Interval										
PO-3A-1	GUI - Manual Reject, Product Aggr, Hrs:Min			5:21		2:39		5:02		2:51	b c
PO-3A-2	GUI - Auto-Reject, Product Aggr, Min:Sec			00:04		00:04		00:03		00:03	
PO-3B-1	EDI - Manual Reject, Product Aggr, Hrs:Min			3:09		1:37		1:24		1:37	
PO-3B-2	EDI - Auto-Reject, Product Aggr, Min:Sec			00:06		00:06		00:05		00:05	
PO-3C	Manual and IIS, Product Aggr, Hrs:Min			74:44				19:15		12:30	a b c
PO-4	LSRs Rejected										

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WYOMING PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-4A-1	GUI - Manual Reject, Product Aggr, %			4.36%		2.25%		2.41%		2.20%	
PO-4A-2	GUI - Auto-Reject, Product Aggr, %			31.30%		32.17%		31.07%		31.56%	
PO-4B-1	EDI - Manual Reject, Product Aggr, %			8.19%		4.46%		4.57%		4.67%	
PO-4B-2	EDI - Auto-Reject, Product Aggr, %			24.11%		24.10%		20.28%		20.79%	
PO-4C	Facsimile , Product Aggr, %			11.90%		0%		21.28%		26.83%	
PO-5	Firm Order Confirmations (FOCs) On Time										
PO-5A-1(a)	Fully Electronic, GUI, Resale Aggr, %			100%		100%		100%		100%	
PO-5A-2(a)	Fully Electronic, EDI, Resale Aggr, %			100%		100%		100%		100%	
PO-5A-2(b)	Fully Electronic, EDI, UBL Aggr, %			100%		100%		100%		100%	a b c
PO-5B-1(a)	Elec/Manual, GUI, Resale Aggr, %			100%		100%		100%		100%	
PO-5B-1(b)	Elec/Manual, GUI, UBL Aggr, %			93.33%		94.44%		100%		100%	d
PO-5B-2(a)	Elec/Manual, EDI, Resale Aggr, %			98.81%		100%		99.76%		99.87%	
PO-5B-2(b)	Elec/Manual, EDI, UBL Aggr, %			100%		93.55%		97.92%		94.59%	
PO-5B-2(c)	Elec/Manual, EDI, LNP, %							100%			a b c d
PO-5C-(a)	Manual, Resale Aggr, %			90.63%		97.14%		96.55%		100%	
PO-5C-(b)	Manual, UBL Aggr, %							100%		100%	a b c d
PO-5C-(c)	Manual, LNP, %			100%		100%		100%		100%	a b c d
PO-5D	LIS Trunk, %							100%		100%	a b c d
PO-6	Work Completion Notification Timeliness										
PO-6A	IMA - GUI, All, Hrs:Min			0:56		0:14		0:43		10:04	
PO-6B	IMA - EDI, All, Hrs:Min			0:37		2:10		1:49		0:38	
PO-7	Billing Completion Notification Timeliness										
PO-7A-C	IMA - GUI, All, %			97.66%	98.69%	98.44%	98.26%	98.69%	100%	98.68%	99.15%
PO-7B-C	IMA - EDI, All, %			97.66%		98.44%		98.69%		98.68%	a b c d
PO-8	Jeopardy Notice Interval										
PO-8A	Non-Designed Services, Avg Days			3.97		4.64		5.54		4.56	3.50
PO-8B	UBLs and LNP, Avg Days			3.97	3.00	4.64	4.00	5.54	4.67	4.56	4.33
PO-8C	LIS Trunk, Avg Days							16.00			
PO-8D	UNE-P, POTS, Avg Days			3.97		4.64		5.54	1.00	4.56	
PO-9	Timely Jeopardy Notices										
PO-9A	Non-Designed Services, %			20.55%		21.74%		20.00%	0%	15.69%	0%
PO-9B	UBLs and LNP, %			20.55%		21.74%	0%	20.00%		15.69%	100%
PO-9C	LIS Trunk, %			0%				0%			

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WYOMING PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-9D	UNE-P, POTS, %		20.55%		21.74%	0%	20.00%		15.69%		a b c d
PO-10	LSR Accountability										
PO-10	Product Aggr, %			100%		100%		100%		100%	
PO-15	Number of Due Date Changes per Order										
PO-15	All, Avg Days		0.07	0.11	0.02	0.10	0.03	0.08	0.03	0.08	
PO-16	Timely Release Notifications										
PO-16	Default, %					100%		100%		100%	a b c d
PO-19	Stand-Alone Test Environment (SATE) Accuracy										
PO-19	SATE Accuracy, %			98.95%							b c d
PO-19A	SATE Accuracy, Rel. 10.0, %					100%		98.45%		98.45%	a
PO-19A	SATE Accuracy, Rel. 8.0, %					100%		99.47%		98.94%	a
PO-19A	SATE Accuracy, Rel. 9.0, %					99.47%		100%		98.94%	a
PO-19A	SATE Accuracy, Rel. VICKI, %					100%		100%		100%	a
PO-19B	SATE Accuracy, %					99.16%					a c d
PO-20	Manual Service Order Accuracy										
PO-20	POTS Resale, %			90.25%		90.58%		92.78%		96.88%	
PO-20	UBL Aggr, %			96.46%		95.20%		95.16%		94.42%	

Metric Number:

* = Metrics recalculated after NTF tickets are excluded. These metrics have not been audited by a third party

DR: Disaggregation Reporting

D = Dispatch (both within MSAs and outside MSAs)

ND = No Dispatch

blank = State Level

Notes:

a = Sample size less than or equal to 10 in June 2002

b = Sample size less than or equal to 10 in July 2002

c = Sample size less than or equal to 10 in August 2002

d = Sample size less than or equal to 10 in September 2002